

This Week in Terminal

June 2, 2006

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[Pipes Named ATO Transition Executive](#)

(Source: ATO Online)

John L. Pipes has been named as the ATO transition executive, FAA Administrator Marion C. Blakey announced today. Pipes had been acting in that capacity since early April, when the previous transition executive, Jim Link, retired. "John has shown great leadership over the past two and a half years in his capacity as Director of ATO Workforce Transition," Blakey said. "In the past year, in particular, he has been responsible for the enormous undertaking of restructuring the ATO's nine Service Areas into three, while at the same time establishing three shared Service Centers at Fort Worth, Atlanta, and Seattle."



John L. Pipes, ATO transition executive.

Photo: FAA

The relocation of the Service Area offices and the stand up of the ATO Service Centers will take effect at the end of June, she said. The new Service Centers will consolidate ATO administrative and support functions.

Pipes was recruited from the former Air Traffic Division in FAA's Northwest Mountain region in the earliest days of the ATO to work on the Transition Team. In December 2005, he was named director of operations for the Eastern En Route and Oceanic Service Area. However, with Link's retirement, senior management asked Pipes to stay in Washington as the transition executive so he could continue to lead the transition, restructuring and reengineering efforts that are critical to the ATO's success.

Pipes began his FAA career in 1981 as a controller at the Fort Worth Air Route Traffic Control Center after serving in the Navy for five years.

[Online Training Opportunities](#)

(Source: ATO Online)

Looking to strengthen your learning of ATO financial concepts? FAA Academy e-learning may be what you're looking for. E-learning offers online financial and budget courses accessible from your office or home.

The ATO Transition Team suggests the following courses to help you develop an understanding of ATO financial concepts.

- § Principles of Financial Management (FIN0151)
- § Basics of Budgeting (FIN0152)
- § Managing Cash Flows (FIN0153)
- § Principles of Financial Statements (FIN0251)
- § Overview of Managerial Accounting (FIN0241)
- § Cost Accounting Decisions (FIN0244)

Designed for FAA government employees only, e-learning is available anytime, anywhere. To learn more visit the academy's website at www.faa-elearn.faa.gov/skillport.

Questions? Contact your training specialist-coordinator for more information.

HQ News:

Helping "Safe Skies for Africa"

Malcolm Andrews and Jim Linney, both managers in NAS Program Operations, returned this week from a trip to Africa. They went to Djibouti, a small country in eastern Africa, along with Martin Adams (ATO-E) to assist Safe Skies for Africa, a program to improve air safety and security in the region.

This ATO threesome met with several US and Djiboutian organizations and personnel, primarily with the Djiboutian Civil Aviation Authority (DCAA). They worked on an assessment that captures current capabilities and needs, as well as assistance that will be needed when longer term plans are implemented.

Despite very little in the way of modern systems and no ATC surveillance or automation systems of any kind, the DCAA's air traffic personnel handle a very complex mix of aircraft and users every day. Their operation is quite involved, requiring air traffic controllers to use radio check-in reports and telephone contact with Ethiopia to ensure safe separation out to 100 miles from the airport. They also work a moderate amount of French and US military operations from the airport and handle overflights from neighboring countries.

Upon arrival in Djibouti, the team was greeted and aided by the DCAA, DP World Airport Management, Djiboutian Army, Djibouti Airport employees and US Ambassador and Embassy staff. They appreciated the wonderful hospitality and openness extended to them, and they received complete access to all elements essential to this assessment.

For their part, the Djiboutians were quite grateful for any and all help, especially since they realize the job of modernizing procedures and tools while continuing to provide daily ATC service is no easy task.

The DCAA requested additional in-country subject matter support and would like to have

additional support when they implement our recommendations. Since funding is an issue, the ATO team plans to recommend relatively low-cost solutions for immediate safety benefits, with surveillance and automation capabilities to follow in the long term.

Reflecting on this experience, Jim Linney observed: "Here in the US, we're trying to move the 3rd or 5th decimal place in safety or reliability, whereas in a country like Djibouti you're likely to see whole number improvements rapidly for a relatively low cost. We've come a long way in the NAS and have some good lessons to share. This trip gave me a real-world perspective, which helped me understand why international leadership is so important to our aviation partners and our customers worldwide."

A report will be delivered to the Djiboutians in 60 days with the ATO team's recommendations for increasing safety and efficiency in Djibouti's airspace system.

HQ Accounting Office Closes

The Headquarters accounting operations office closes June 2, 2006.

New Headquarters Exit Clearance Procedures:

- Contact the Oklahoma City Finance Center at (405) 954-4333 to get exit clearance for any outstanding travel advances or other agency debts.
 - Fax clearance forms to the Oklahoma City Finance Center at (405) 954-5322, identifying the name of the employee being cleared and the last 4 digits of their Social Security Number (SSN). Include a telephone and fax number of someone in your organization the Finance Center can coordinate with both to return the form once the accounting office has completed their sign-off and for any questions.
 - Citibank travel charge card must be turned in to Pamela Curington, AFM-100, located in the Orville Headquarters building, Room 539. Pam can be reached at (202) 267-7778. If you have any questions about this process, please contact the Finance Center.
- Headquarters poc: Delores Burkhardt, (202) 267-7589.

With the transfer of accounting operations functions from Washington Headquarters to the Finance Center in Oklahoma City, critical information is available at the following website: http://employees.faa.gov/worktools/finance/accounts_payable/

UPDATE TO KSN: New Folder on ATADS
(Source: Bill Wolf, Terminal Planning)

The Air Traffic Activity Data System (ATADS) is the official source of historical air traffic operations for center, airport, instrument and approach counts. Daily, monthly and annual counts are available either by facility, state, region, or nationally. Some ranking tables are also available.

A new folder, [ATADS Quarterly Traffic Count](#), has been added to the Terminal Strategic Planning and Performance shared documents library.

<https://ksn.faa.gov/km/terminal/planning/strategic/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fkm%2fterminal%2fplanning%2fstrategic%2fShared%20Documents&View=%7b6A471FA6%2d950E%2d459F%2d87C7%2d37997F8AA66B%7d>

If you have any questions please contact Bill Wolf at 202-385-8828 or (Bill.Wolf@faa.gov).

WTSA News

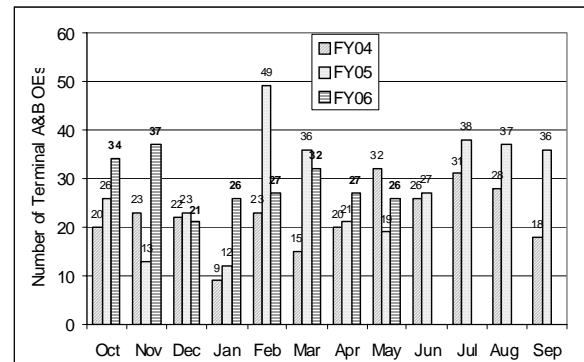
In November 1953 Rudy Vela went to work at Los Angeles Center, and on May 31, 2006, Honolulu Control Facility celebrated his retirement. In between, Rudy, a certified professional controller, also worked at Honolulu Center, Wake Island, Guam CERAP, and Honolulu CERAP. Rudy retired on June 1, 2006 with 53 years, 7 months of government service! We wish him all the best.

Operational Errors (OEs)

Currently, the Terminal Service Area is 11.1% over our historical pacing limits to stay on track to meet our FY06 category A and B OE goals. This is a small decrease from the 11.5% over our pacing targets from last week. The category A/B pacing goal for the month of May was to remain below 24 errors. We were 2 over. Our pacing goal for the month of June is 25.

	Category A & B	All Categories	Ceiling FY06
Terminal OEs Reported 05/26-06/01	7	14	
Terminal OEs for April	27	46	
Terminal OEs for May	26	50	
Terminal OEs FY06 to Date	230	475	
Total Terminal Cat A/B OEs	230		340
Total System Cat A/B OEs	419		680

(As of 06/01/06)



(As of 06/01/06)

For this reporting period (05/26/06 – 06/01/06), there were 14 overall operational errors reported. There were 7 category B errors relating to the following factors:

1. Category B error at PNS due to issuing an incorrect control instruction on a missed approach
2. Category B error at MHT due to lack of situational awareness
3. Category B error at CAK due to failure to see traffic
4. Category B error at CAK due to inadequate radar vectors to final

5. Category B error at K90 due to failure to separate converging traffic prior to handoff
6. Category B error at MEM due to lack of positive altitude control vectoring to parallel finals
7. Category B error at T75 due to inadequate radar vectors to final

Focus: Model Workplace

Your Presence Is Required (Source: Viscount Thurston)

No matter how much evidence piles up (and the pile is really high), it seems we still can't quite believe the following proposition:

When it comes to how people respond to us, our physical presence is much more important than the words we speak.

Why is this so difficult to accept? Well, ever since a guy named Descartes said "I think, therefore I am," Western culture gradually put more and more faith in the cognitive side of things – IQ, logic, reason, air-tight arguments – all of which thrive in the world of symbols, i.e. words and numbers. It turns out, though, with all this emphasis on rational processes, we end up asking more of words than they can actually bear.

To consider the implications for our work place, think how many times you have agonized over the words in an email. Sometimes we revise a message multiple times, each time checking to see if it makes sense. We may substitute a "better" word for one that doesn't capture what we mean, or we add a sentence or two to amplify our meaning.

Then, after all that, we get a response back that is defensive or completely missed our point, and we're stunned that anyone could fail to understand what we wrote. We forget that email is actually a quite limited means of communication.

Email is incapable of transmitting the cues your body transmits, and this is especially critical when you try to use email to persuade someone to adopt your opinion or solution. By so doing, your recipient misses the very cues people use to assess if you are speaking in good faith or to

judge if you respect them. Absent those clues, they are more likely to read into your words things you never would have projected in person. To dispel confusion, get together and have a face-to-face conversation.

As another example, consider PowerPoint presentations. Here again, words are not enough. If your physical presence does not transmit the appropriate signals, even a well-worded presentation just won't cut the mustard.

In *A General Theory of Love*, psychiatrists Lewis, Amini and Lannon draw from research in neuroscience that shows our limbic systems are both sensitive antennas to the emotions of other people and transmitters of our own emotion. Scientists call this phenomenon limbic resonance, the ability to feel the feelings of others and to project our own.

Limbic resonance is the fundamental way we are connected to other people – our lovers, our children, our friends, our coworkers. Consciously or not, in every human encounter we look for the signals that tell us whether to trust or take flight, whether a person respects me or dismisses me. As the Beach Boys have made clear, we have the most satisfying interactions when we get those good, good, good – good vibrations!

So, like it or not, people first form a sense of you and where you are coming from *before* they listen to your logic, and their sense of where you are coming from flows out of your limbic system. Researchers have actually measured this energy that literally radiates from your physical presence and communicates anxiety or compassion or contempt or enthusiasm.

How do we assimilate this information when all our education has been focused on cognitive processes and little to no learning takes place in the realm of body-emotion? The good news is half the battle comes down to intention. In other words, when you form an intention concerning body-emotion, it helps you shift your physical presence.

In your next meeting or presentation, what presence do you want to bring into the room? Do you want to be light or serious, determined or open, excited or concerned? Instead of

drifting with wherever you happen to be when the meeting starts, try making an *intentional* choice about the mood you want to project. You may be pleasantly surprised at what a difference it makes.

REMINDERS

Safety Awareness

The June Employee Safety Awareness Document has been placed onto the Employee Website.

The link to the Document is provided below.

http://employees.faa.gov/employee_services/occ_safety/safety_awareness/

Available Sources of Information

Via EMAIL

This Week in Terminal (weekly on Fridays)
FAA broadcast email messages (variety of subjects from AOA-1, ATO-1, etc)
ATO Leaders Report (sent out to ATO managers bi-weekly and linked to ATO-Online)

WEBSITES

ATO Online (<http://ato.faa.gov/>) (with links to other FAA sites)
FAA employee site (<http://employees.faa.gov>)
ATO Today (one pager updated daily linked to ATO-Online)
Employee Express (www.employeeexpress.gov)
Focus FAA
(<http://employees.faa.gov/news/focusfaa/>) (bi-weekly online magazine for all FAA employees)

PHONE NUMBERS

1-800-FAA-News (weekly phone number from Russ and ATO VP's)

ALL HANDS

All Hands Field Telcons: 4th Thursday of each month, 11:00 EST, email reminder goes out with bridge # (Email feedback to Kathleen.bradshaw@faa.gov)

Headquarters All Hands: 2ND Thursday of each month, 11:00 EST

Slater Town Hall,
5th floor, Wilbur Building

Performance Management- Reminder

March 31st was the end of the first half of the performance cycle for 2006, which began on October 1st. Managers/Supervisors should conduct mid-cycle meetings with employees during the 3rd Quarter of 2006.

Mid-cycle meeting is required:
Employee self-assessment (optional) but every employee should be strongly encouraged to complete a self assessment.

If employee's position or responsibilities have changed, modify the plan to reflect those changes.

Supervisor and employee sign and date the cover sheet (If you are using the automated PMS software, remember that both you and your employee need to enter discussion dates)

PMS Software URL: <http://awpcfsrvr-1.awp.faa.gov/pmssci/index.cfm> OR

Go to FAA Employees Site:
www.employees.faa.gov

Select: "Jobs, Pay and Benefits"

Select: (On the right side of screen)

"More" under the Performance Management Section

Select: Annual Increases and the second option from the bottom is Software Tools

NBC Payroll Hotline

With the Department of Transportation's (DOT) successful migration of our payroll system and services to the Department of Interior's National Business Center (NBC) in Denver, Colorado, the process for employees to request assistance with payroll matters has changed. As a reminder, if you have any questions concerning your pay or leave (e.g., salary payment, leave balance, savings bonds, W-2 address, electronic direct deposit to your bank account, special allotments, tax withholding, deductions for benefits, Thrift Savings Plan (TSP), payroll debts, etc.) your point of contact is the NBC Payroll Hotline at 1-800-662-4324. The hotline is

open from 8:00 a.m. to 7:30 p.m. Eastern Time,
Monday through Friday.

NBC's Payroll Hotline staff is committed to responding to your questions within 24 hours of your initial contact. They may not be able to solve your problem or answer your question in that time frame, but they will contact you and indicate how and when they expect to answer your question. In some cases, questions or issues may require additional research or other efforts to resolve satisfactorily.

NBC is committed to resolving payroll concerns in a timely fashion and has an internal tracking system for all calls they receive. They also have their own internal process for escalating calls if you do not receive a satisfactory response. The DOT Office of Financial Management continually monitors reports from NBC's system to ensure that DOT employees receive timely, high quality service from NBC.

Sincerely,
Bruce Johnson, VP
ATO-Terminal Services